



P & P NO.
7-8

EFFECTIVE DATE
May 2, 2017

SUPERSEDES NO.
25-7360

October 2008
Traffic Manual

PREPARED BY
Business Development Manager

SUBJECT
Disability Pass

APPROVED BY
General Manager

I. PURPOSE

To establish when and how disability passes may be authorized, issued and used.

II. POLICY

It is the Alaska Marine Highway's policy that a disability pass will be made available to persons with disabilities for discounted travel.

III. ORGANIZATIONS AFFECTED

JRCC, All Terminals, All Vessels

IV. REFERENCES

P&P 4-1 Ticket Sales & Authorization
P&P 7-9 Veteran's Disability Passes

V. FORMS

[7-8A Disability Pass Program – Application](#)
[7-8B Disability Pass Program – Physician Certification](#)
[7-8C Disability Pass Program – Renewal Application](#)

VI. DEFINITIONS

Confirmed Space: Confirmed space is a term used to describe positive pass travel on the Marine Highway.

Disability Pass: An AMHS travel pass available to persons having a 70 percent or greater disability as certified by a physician.

Pass: A document that allows the bearer to travel at a reduced rate. Various types exist.

CarRes: Official Reservation Management System used by AMHS. A product of Carus AB Ltd.

Veteran's Disability Pass: An AMHS travel pass available to persons with veteran's disability status.

VII. RESPONSIBILITIES

A. General Manager or Designee:

1. Authorizes issuance of disability pass.

B. Applicant:

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<div> <ol style="list-style-type: none"> 1. Reads and understands policies and procedures relating to the use of Disability Pass Card and travel procedures and ensures that any traveling attendant understands the policies and procedures. 2. Completes 7-8A Disability Pass Program - Application and submits the form to the Disability Pass Desk in the Juneau Reservation Call Center. 3. Provides their primary physician a 7-8B - Physician Certification Form, which must be completed by the applicant's primary physician. (See form for instructions.) NOTE: The primary physician must mail the completed form to the Disability Pass Desk in the Juneau Reservation Call Center. 4. Complies with Disability Pass policies and procedures while traveling on a pass and ensures that any traveling attendants also comply with the policies and procedures. 5. Renews their Disability Pass Card every two years. <p>C. Traffic Manager or Designee:</p> <ol style="list-style-type: none"> 1. Reviews Disability Pass Program Applications and approves or disapproves a pass: <ol style="list-style-type: none"> a. If approved, creates pass in reservation system and notifies the applicant by mail. b. If disapproved, notifies the applicant by mail, phone or fax. <p>D. Customer Service Representative:</p> <ol style="list-style-type: none"> 1. Applies the pass when requested by customer and when pass is active. 2. Completes booking, ensuring only passengers that covered by the pass (pass holder and attendant if required) are on the booking. Passengers not covered by the pass should be booked on a separate booking. Cabins and vehicles may be booked with pass holders an attendants. 3. Refunds unused tickets per current policies and procedures. </div>		
VIII. PROCEDURE <div> <p>A. General Guidelines:</p> <ol style="list-style-type: none"> 1. A reduced fare two-year pass is available for travel on AMHS vessels for persons having a 70 percent or greater disability and an attendant (if required by physician). 2. If an attendant is required by a physician, then the pass may not be used without an attendant to assist the traveler. 3. Residency is not a requirement. 4. Disability Passes must be renewed every two years. (See Attachment B Disability Pass Renewal Application) </div>		

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<div data-bbox="285 201 1495 302"> <ol style="list-style-type: none"> Reservations are permitted for passengers, vehicles, and staterooms. Persons with Veteran's with Disability status will be issued a Veteran's Disability Pass. </div> <div data-bbox="164 336 634 369"> <p>B. Disability Pass Application:</p> </div> <div data-bbox="285 403 1511 1073"> <ol style="list-style-type: none"> 7-8A Disability Pass Program Application must be completed by the applicant. 7-8B Physician Certification must be completed and mailed in by the applicant's primary physician. (See form for instructions.) Both application forms are to be submitted to the Pass Desk in the Juneau Reservation Call Center for evaluation. Processing of applications may take up to 6 weeks. The Traffic Manager or designee will evaluate the application and either approve or disapprove it. If disapproved, the applicant will be so notified by mail. If approved, creates pass in reservation system and notifies the applicant by mail. Pass will remain active for 2 years and is accosiated with the pass holders customer ID in the reservaiton system. After 2 years pass will expire within the system and will no longer be able to be applied for the discount. If passes are renewed, this will be updated within the reservation system by the Traffic Manager or designee and will allow the pass to be applied within to bookings. </div> <div data-bbox="164 1106 500 1140"> <p>C. Fare Guidelines:</p> </div> <div data-bbox="285 1173 1528 1776"> <ol style="list-style-type: none"> The two-year pass entitles the disabled passenger and an attendant (if required by physician) to travel at 50% of the regular passenger fare between Alaskan ports. Travel originating from or arriving to Bellingham, Prince Rupert or other non-Alaskan port will be charged the full fare. The pass will not cover travel to/from these ports. Additional fares may be developed for special event sailings or promotions. Disability Passes must be renewed every two years. (See 7-8C Renewal Application) Disabled Passenger rate is valid for travel between Alaskan ports on all vessels on a year round basis unless limited due to special event sailing or promotions. Disabled Pass usage is not allowed to be combined with any other reduced fare or promotional program unless specifically identified as allowed in the promotional program. Vehicle, cabin and food are not included at reduced rate. </div> <div data-bbox="164 1810 698 1843"> <p>D. Ticketing Disability Pass Travel:</p> </div> <div data-bbox="285 1877 1088 1911"> <ol style="list-style-type: none"> Disability Passes are a form of payment for a passage. </div>		

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2. The booking agent will create the booking using the pass holder as the booking holder. The pass will be applied on the payment screen before accepting any other forms of payment.
3. If the pass is not able to be applied, then the pop-up message in the reservation system should be checked to verify if pass has expired. If it has expired, then the passenger must travel at full fare until renewal has been approved and entered into the reservation system by the Traffic Manager or designee.
4. Agents should verify using the information in the customer record whether or not an attendant is required. If they are, then the attendant should be booked on the same booking as the pass holder. All other travelers who are not covered by the pass will need to be placed on a separate booking.

E. Cancellations/Refunds:

1. Current late cancellation administrative fees apply to all cancellations.
2. No refunds will be issued for disability pass travelers that have traveled on a full fare ticket

F. Pass Renewal Process:

1. A two-year renewal is possible upon completion of the 7-8C Renewal Application form if there are no changes to the disability and the primary physician has not changed.
2. Any pass, which has expired more than one year, from the expiration date, is not eligible for renewal and the customer will have to submit a new pass application.

IX. ANNUAL REVIEW DATE / LEAD REVIEW

This P&P will be distributed to the Business Development Manager for review on July 1, 2017.